

Case Study: Maxbauer's

Managed IT



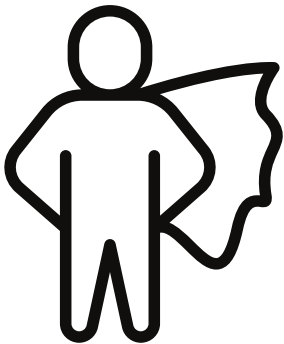
Advanced
Computer
Solutions

About ACS

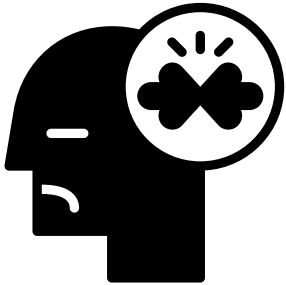
Our Mission:

Businesses are less profitable and fail because of poor IT. We guide companies to be more competitive by eliminating IT downtime. Profitable and competitive businesses mean better opportunities for future generations and a stronger community.

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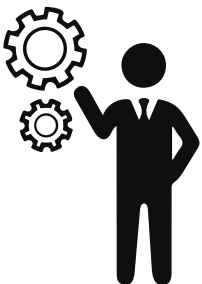
Goodbye Mystery Meat! Maxbauer has been serving Northern Michigan since 1913. They are a Traverse City based company. They pride themselves on friendly customer service and outstanding dedication to the citizens of Traverse City and around Michigan. They operate a meat market and a butcher wholesale service. Maxbauer's mission has been to bring superb meats and friendly service to those who walk through the door. Maxbauer has established a reputation for having superior customer service, a homey atmosphere, and the highest quality products. Maxbauer has been dedicated to serving the citizens of Traverse City for over a century.



Maxbauers network was suffering from consistent periodic outages that would cause their sales system not to work. These outages would result in customers waiting, or even worse, losing sales.

Maxbauers also did not have a single point of contact for all their IT services. This meant that the leadership team spent many hours each day tracking down responsibility for fixing the problems. As a result, the leadership team could not focus on their highest priorities.

Maxbauers suffered from slow responses from their IT service provider, which frustrated the customers, staff, and leadership. Slow response meant downtime and loss of sales.



Maxbauers approached ACS because of our reputation for providing quick service. ACS also has a proven reliable IT system which has been proven over decades.



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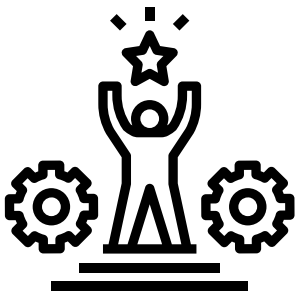
Utilizing the ACS Technology peace plan ACS guided Maxbauers to a solution.

ACS Technology Peace Plan

Step 1: Meet and discuss your IT issues

Step 2: Create and execute a custom IT Plan

Step 3: Confidence knowing that your IT needs are taken care of so you can grow your business.



Maxbauers now enjoys a reliable IT system that keeps them profitable. During the busy times of the year Maxbauers stores hum with transactions. Should there be a problem, ACS responds quickly to fix the problem with our guaranteed response time. The leadership team at Maxbauers is now able to focus on the mission of Maxbauers, including over 100,000 pounds of protein to food shelters and pantries in Northern Michigan.

Working with ACS, Maxbauers is no longer frustrated with their IT system. They now enjoy having a partner who supports their staff and contributes to Maxbauers ability to achieve their goals.

